



Reconciliation Action Plan

Reflect | October 2018 - September 2019

Acknowledgement

Energy and Water Ombudsman Queensland acknowledges and pays respect to the past, present and future Traditional Custodians and Elders of this nation and the continuation of cultural, spiritual and educational practices of Aboriginal and Torres Strait Islander people.

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About the artwork

In 2015, we commissioned Iscariot Media, an Aboriginal owned creative agency, to create artwork that reflects the process of dispute resolution, a visual representation of the steps involved (layers of circles) and representatives throughout the process (dots).

The design used in the graphic seeks to tell the story of Indigenous engagement with Energy and Water Ombudsman Queensland, and the Indigenous liaison service working with Indigenous communities throughout Queensland.

The artwork demonstrates a clear pathway between the client and the service provided, and the open relationship between both, reflecting the trust between both elements. The map has been created using dots denoting the discrete yet interconnected communities of Queensland.



A message from our Ombudsman



It is with great pride that I present the first Reconciliation Action Plan - our Reflect RAP - for Energy and Water Ombudsman Queensland (EWOQ).

At EWOQ, we help Queenslanders resolve issues with their electricity, gas and - in south-east Queensland - water providers. Our service is free, fair and independent, and we want all Queenslanders to know that it is okay to complain. We are here to help those who can't fix a problem with their energy or water retailer or distributor.

Our Reflect RAP aims to help create equal opportunities and promote a culture of respect for Aboriginal and Torres Strait Island people at EWOQ and in the communities we help across the state.

Our journey towards reconciliation started four years ago with the appointment of a dedicated Indigenous officer, and has continued through our community outreach program, including a trip to the Torres Strait Islands in late 2017, where we toured the largest isolated power station in Queensland, and learned more about how prepaid card-operated metering works in remote communities.

Our commitment towards reconciliation over the next 12 months is detailed in the actions of this plan, and we hold ourselves accountable for every commitment we have made in this plan. As Ombudsman, I am excited about being able to contribute to a better Australia and helping to close the gap between Aboriginal and Torres Strait Islander people and others in our nation.

A handwritten signature in black ink, appearing to read 'Jane Pires'. The signature is fluid and cursive, with a large initial 'J' and 'P'.

Jane Pires
Energy and Water Ombudsman

A message from Reconciliation Australia

Reconciliation Australia is delighted to welcome Energy and Water Ombudsman Queensland to the Reconciliation Action Plan (RAP) program and to formally endorse its inaugural Reflect RAP.

As a member of the RAP community, Energy and Water Ombudsman Queensland joins over 1,000 dedicated corporate, government, and not-for-profit organisations that have formally committed to reconciliation through the RAP program since its inception in 2006. RAP organisations across Australia are turning good intentions into positive actions, helping to build higher trust, lower prejudice, and increase pride in Aboriginal and Torres Strait Islander cultures.

Reconciliation is no one single issue or agenda. Based on international research and benchmarking, Reconciliation Australia defines and measures reconciliation through five critical dimensions: race relations; equality and equity; institutional integrity; unity; and historical acceptance. All sections of the community—governments, civil society, the private sector, and Aboriginal and Torres Strait Islander communities—have a role to play to progress these dimensions.

The RAP program provides a framework for organisations to advance reconciliation within their spheres of influence. This Reflect RAP provides Energy and Water Ombudsman Queensland a roadmap to begin its reconciliation journey. Through implementing a Reflect RAP, Energy and Water Ombudsman Queensland will lay the foundations for future RAPs and reconciliation initiatives.

We wish Energy and Water Ombudsman Queensland well as it takes these first critical steps in its reconciliation journey. We encourage the organisation to embrace this journey with open hearts and minds, to grow from the challenges, and to build on the successes. As the Council for Aboriginal Reconciliation reminded the nation in its final report:

“Reconciliation is hard work—it’s a long, winding and corrugated road, not a broad, paved highway. Determination and effort at all levels of government and in all sections of the community will be essential to make reconciliation a reality.”

On behalf of Reconciliation Australia, I commend Energy and Water Ombudsman Queensland on its first RAP, and look forward to following its ongoing reconciliation journey.



Karen Mundine
Chief Executive Officer
Reconciliation Australia





Our business

Energy and Water Ombudsman Queensland (EWOQ) is a free, fair and independent dispute resolution agency for those who have unresolved complaints with their electricity, gas or water supplier.

We take complaints by phone, email, online, by mail, by fax or in person at our offices in Brisbane, Rockhampton and Cairns.

For electricity and gas complaints, our service is available to all Queenslanders across the state. For water complaints, we can help those in south-east Queensland who are customers of Queensland Urban Utilities, Unitywater, Gold Coast City Council, Redland City Council or Logan City Council.

We have 39 employees, including an Indigenous Investigation and Conciliation Outreach Officer, who is currently the only employee who has self-identified as of Indigenous descent.

Each year, we attend community events across the state as part of our outreach program, meeting with consumers and financial counsellors to spread the word about our service.

Our community outreach activities are profiled on our website, Facebook and Twitter.

- www.ewoq.com.au/community
- facebook.com/EWOQId
- twitter.com/EWOQId



Top Image: EWOQ Indigenous officer Francine O'Rourke and Energy and Water Ombudsman Jane Pires during a visit to the Torres Strait in November 2017.

Bottom Image: Mura Kosker Sorority Incorporated president Regina Turner and manager Latoya Nakata with Energy and Water Ombudsman Jane Pires and our Indigenous Investigation Conciliation Outreach Officer Francine O'Rourke.

Meet Francine O'Rourke

Francine O'Rourke is our Indigenous Investigation Conciliation and Outreach Officer, investigating complaints and liaising with Aboriginal and Torres Strait Islander communities and representative bodies concerning electricity issues and EWOQ's dispute resolution function.

Based in our Cairns office, Francine's role provides an opportunity for the local community to speak directly with a dedicated liaison officer who can assist with complaints and provide help. EWOQ's aim is to assist Indigenous people to become confident and informed consumers, and ensure they are aware of their right to assistance with issues relating to their electricity services, and in south-east Queensland their water services.

Through fostering networks with Aboriginal and Torres Strait Islander communities, Francine educates energy and water customers that it is okay to complain, as well as how EWOQ can help. She encourages Indigenous people to reach out when there is a problem, to pick up the phone for a yarn and seek out options.

Francine comes from a large family and grew up in Brisbane and Gordonvale, a sugar industrial town just south of Cairns in North Queensland. Through her maternal grandfather, she is from the Yidinji Aboriginal group of whose land and sea country generally covers the southern corridor from Cairns to Babinda, Innisfail, Trinity Inlet, Yarrabah, Russell River and parts of the Atherton Tablelands. Francine's maternal grandmother has South Sea Island and Italian heritage, and it is also through this side of the family that Francine has Torres Strait Islander kinship and networks. Francine's father is of Irish and German descent.



Our RAP journey

As a dispute resolution service for all Queenslanders who have unresolved issues with their electricity, gas or water, we believe EWOQ has a responsibility to support the national reconciliation movement. Together with Aboriginal and Torres Strait Islander organisations, we can make a practical contribution towards creating positive change for Australia's first people.

Our journey towards reconciliation started four years ago with the appointment of a dedicated Indigenous Investigation Conciliation Outreach Officer based in Cairns, who has fostered relationships and networks with communities across the state. While all our dispute resolution personnel are trained in cultural awareness, our automated telephone response at the start of every call encourages callers to advise the officer if they wish to speak with the Indigenous officer.

How many Indigenous consumers complain?

In the first eight months of the 2017-18 financial year, 76 customers asked to speak to an Indigenous officer. Of these closed cases, 65 calls were complaints, seven were general enquiries and four were referred to other agencies. Billing was the most common type of complaint (contributing to 43 per cent of complaints), followed by credit (31 per cent of complaints). Billing complaints include high or disputed bills, billing delays and errors, and problems with estimated accounts, fees and charges, rebates and concession, tariffs and meters.

These percentages are similar with complaints where there was no request to talk to an Indigenous Officer (53 per cent of these complaints being billing and 17 per cent credit).

Historically though, Indigenous complaints were more likely to be about payment difficulties, disconnection and bad debt.

While we don't routinely collect information about the cultural background of our customers, we keep a record of the number of callers who do request to speak to an Indigenous officer. As a result, our data may under-represent the number of Aboriginal and Torres Strait Islander customers who use our service.

Community outreach

As part of our community outreach program, we have taken part in NAIDOC Week celebrations in Brisbane, Rockhampton and Cairns for the past seven years.

In November 2017, we travelled to one of the most remote areas of Queensland to see first-hand how card operated metering works in remote communities. We toured the largest isolated power station in the Ergon network, which generates electricity for the remote community of Thursday Island. This trip provided valuable insight into the needs and challenges of electricity supply in remote communities, which are home to many Aboriginal and Torres Strait Islander people. We met with service providers, community groups and locals alike, and were warmly welcomed by all.

In May 2017, we met with the Indigenous Program Officer at Ipswich City Council and Kambu ATSI Corporation for Health, and attended the Southside Mabo Promotion Day at Durack.

In 2015, we were invited by the Cherbourg Aboriginal Shire Council as part of NAIDOC celebrations in the town, following a successful outreach visit and presentation at a Council General Meeting.

As a result of our work with the community of Yarrabah in 2014 and 2015, in partnership with the Indigenous Consumer Assistance Network (ICAN), the community gained access to tariff options and access to their retailer's ombudsman team. They also learned about assistance programs available to purchase energy saving appliances.

Our Cairns office also donated excess computer equipment to the Yarrabah Primary School in May 2014, and in 2017 to Project Booyah.

Our Rockhampton office has twice been invited by the Woorabinda Aboriginal Shire Council to visit the community to provide advice about electricity bills and usage, and maintains a close relationship with representatives from the Department of Aboriginal and Torres Strait Islander Partnerships based in Central Queensland.

These activities demonstrate our commitment towards reconciliation, and the RAP formalises our actions while extending the connections we have. We are making a public commitment to build respectful relationships and create meaningful opportunities for Aboriginal and Torres Strait Islander people, which are the core pillars of our first RAP.

We encourage our staff to continue to take part, to build awareness of our service and foster a greater understanding of Aboriginal and Torres Strait Islander culture. In 2015, our Cairns office hosted two Elders for a two-hour cultural awareness training session, which was streamed via video link to our teams in Rockhampton and Brisbane. In 2012, an Elder delivered a session about communicating and building relationships with Indigenous people at the EWOQ five-year conference in Brisbane. Our 10-year team conference in 2017 was officially opened with a Welcome to Country delivered by a local Elder.

We are uniquely placed to help Aboriginal and Torres Strait Islander people resolve problems with their electricity, gas or water, irrespective of whether they live in the centre of Brisbane, regional areas or remote communities. We are committed to helping these communities understand that it is okay to complain if they have a problem – and for their complaints to be treated respectfully. We want to continue to nurture these relationships to ensure Aboriginal and Torres Strait Islander people across the state know they have options when they can't resolve problems with their electricity, gas or water; and to know they don't have to fear their bills or live in the dark.

EWOQ understands that we need to regularly review and refresh our RAP. We welcome feedback and advice as we continue this important journey.

Our RAP working group

Our RAP is championed by Energy and Water Ombudsman Jane Pires, and led by Indigenous Investigation and Conciliation Outreach Officer (IICOO) Francine O'Rourke and Senior Communications and Marketing Officer (SCMO) Sonia Cahill.

The RAP working group also includes Simon Sutton (Investigation and Conciliation Officer), Kaylene Tyler (Investigation and Conciliation Officer), Tammy Lorenzo (Investigation and Conciliation Officer), Kym Crane (Senior Advisor) and Lyn Stevens (General Manager - Business Support).

The plan has been developed in consultation with our executive management group, regional managers and team members across the state. Quarterly meetings will be held for the working group to review the progress of the deliverables of our Reflect RAP.

Our partnerships and current activities

As part of our commitment to reconciliation, EWOQ is fostering professional and community partnerships, and undertaking initiatives to which will enhance our reconciliation journey.

Community

Australian and New Zealand Ombudsman Association (ANZOA)

The Australian and New Zealand Ombudsman Association is the peak body for Ombudsman schemes across Australia and New Zealand. Through our association with ANZOA, we are part of an interest group about Indigenous complaint handling, which meets quarterly.

The Indigenous Engagement Interest Group focuses on complaint procedures, sharing information and resources, improving complaint handling practices, and procedures for Indigenous people of Australia and New Zealand.

North Queensland Indigenous Consumer Taskforce

Since 2013, we have partnered with the Indigenous Consumer Assistance Network (ICAN) along with state and national regulatory bodies: Australian Competition and Consumer Commission (ACCC), Australian Securities and Investments Commission (ASIC) and the Queensland Office of Fair Trading (OFT). Other taskforce members include Shelter Housing Action Cairns (SHAC), The Cairns Community Legal Centre (CCLC) and Save the Children.

Developed as a coordinated approach to tackling Indigenous consumer disadvantage in the region caused by traders and telemarketers, the taskforce has a regional action plan to coordinate joint consumer outreach and investigation activities, share educational resources and information about current consumer issues in Indigenous communities throughout North Queensland.

The taskforce provides an opportunity for consumer regulators to pool resources across agencies to achieve better outcomes for Aboriginal and Torres Strait Islander consumers.

Far North Queensland – Family Support Workers Network

The Family Support Workers Network (FSW) is a professional network for frontline workers who provide direct services to families or agencies that deliver improved outcomes to families in the Far North Queensland region, including Aboriginal and Torres Strait Islander community members.

The client-focused network was created by the Department of Communities in response to an identified gap in the service system. The network members come together and explore ways of building improved links between workers across the Cairns region, share practice wisdom, training and resources. The network is committed to building a more sustainable service system that meets families' needs. It understands that some families need extra support to create a nurturing family environment and recognises that healthy, happy families thrive in well-connected communities that have appropriate support and accessible services.

The network includes community workers including financial counsellors and family wellbeing counsellors, and EWOQ is actively involved in the network, assisting families and individuals who have been referred to us by fellow network participants.

Financial Counselling Australia

EWOQ has a strong alliance with Financial Counselling Australia (FCA), with our Ombudsman taking part in the Energy Forum of the 2018 Annual State Conference of the Queensland association of FCA.

We also joined in the Yarnin' Circle in Hobart in May 2018, facilitated by Victorian Energy and Water Ombudsman Cynthia Gebert and Lynda Edwards from FCA.

Maintaining and Sustaining Tenancies Group

The Maintaining and Sustaining Tenancies Working Group (MAST) was created by the Rent Connect team (Cairns), who are part of the Queensland Government Department of Housing. The group was established to support individuals, families and communities in the Cairns area to obtain, maintain and sustain tenancies.

Given electricity is a common problem for tenants, we were invited to join the group. Other members of the working group include real estate agents, lessors and principals, Anglicare Homestay, Ozcare Homestay, Salvation Army, women's centres, Indigenous Consumer Assistance Network (ICAN), Queensland Statewide Tenant Advice and Referral Service, and Shelter Housing Action Cairns.

MAST is a platform to share resources and information regarding support, barriers, trends and identification and allocation of the most appropriate referral pathway for tenants.

The network provides a consistent and coordinated service response to tenants of the Cairns region, 80 per cent of clients assisted by the network are Aboriginal and Torres Strait Islander.

Customer stories

Leaking hot water system

During a visit to an Aboriginal community in North Queensland, we met a community member who had been receiving high electricity bills. After taking a look at the electricity bills, which were unusually high for a sole occupant in a two-bedroom home, we offered to conduct an audit of the property to help identify the cause of the problem.

We had a yarn with the tenant and checked the meter against billed meter reads. We checked the condition of the air conditioners, fridge and freezer, still nothing. Visually, everything appeared to be in good working order.

However, as we took a look behind the house, we discovered the source of the problem. Tucked in a corner and hidden out of sight was an old hot water system with hot water streaming straight from the system's pipes into a nearby drain. As the leaking hot water system was working harder and harder to maintain the heat internally, it was drawing more and more electricity just to function and flushing money down the drain. After we identified the problem, the customer had their hot water system replaced. We provided information about the Home Energy Emergency Assistance Scheme and assisted with a payment plan for the customer. The customer was grateful to have the problem resolved and relieved to know their electricity bills would return to a manageable level.

Pending disconnection

While visiting a community organisation, we met a community member who was seeking financial assistance for an overdue electricity account to avoid his power being disconnected.

After having a yarn with the customer, we learned he had contacted his retailer to explain his circumstances, however, they had not offered financial hardship nor acknowledged the cultural responsibility the customer was shouldering, which included accommodating his extended family, while also having recently contributed towards three tombstone openings over a short period of time.

The customer said he felt that his retailer had not understood or showed empathy towards his situation even after providing an explanation about why he had fallen behind in payments. The customer said his request for a payment plan had been declined. As the customer had already contacted his retailer and attempted to resolve the matter himself, we offered to refer his case to a higher level and asked the retailer to consider a payment plan in light of the situation.

As a result, the customer was accepted into the retailer's hardship program, offered a payment plan and his electricity remained connected. The customer was thankful for our assistance and grateful his electricity was not disconnected.

Action	Deliverable	Timeline	Responsibility
1. Establish a RAP Working Group	Continue and maintain a Reconciliation Action Plan Working Group that is operational to support the implementation of our Reconciliation Action Plan, including the Energy and Water Ombudsman, Indigenous Investigation Conciliation and Outreach Officer, and Senior Communications and Marketing Officer.	Oct 2018	Indigenous Investigation Conciliation and Outreach Officer
2. Build internal and external relationships	Develop and maintain a list of Aboriginal and Torres Strait Islander peoples, communities and organisations (with a focus on consumer affairs) across Queensland with a view to building the Energy and Water Ombudsman Queensland's knowledge of people or organisations that we could approach, and to identify potential opportunities for collaboration or building relationships.	Oct 2018	Indigenous Investigation Conciliation and Outreach Officer
	Develop a list of Reconciliation Action Plan organisations and other like-minded organisations that we could approach to connect with on our reconciliation journey.	Oct 2018	Indigenous Investigation Conciliation and Outreach Officer
3. Participate in and celebrate National Reconciliation Week (NRW)	Encourage our staff to attend National Reconciliation Week events	May 2019	Energy and Water Ombudsman
	Circulate Reconciliation Australia's National Reconciliation Week resources and reconciliation materials to our staff.	May 2019	Senior Communications and Marketing Officer
	Ensure our Reconciliation Action Plan Working Group members take part in an external event to recognise and celebrate National Reconciliation Week.	May 2019	Energy and Water Ombudsman, Indigenous Investigation Conciliation and Outreach Officer
4. Raise internal awareness of our RAP	Develop and implement a plan to raise awareness amongst staff across the organisation about our Reconciliation Action Plan commitments, including launch event, intranet and posters.	Mar 2019	Indigenous Investigation Conciliation and Outreach Officer Senior Communications and Marketing Officer
	Develop and implement a plan to engage and inform key internal stakeholders of their responsibilities within our Reconciliation Action Plan.	Oct 2018	Indigenous Investigation Conciliation and Outreach Officer Senior Communications and Marketing Officer

Action	Deliverable	Timeline	Responsibility
	Update the Advisory Council and Executive Management Group on the Reconciliation Action Plan progress.	Nov 2018 Feb 2019 Apr 2019 Jun 2019 Aug 2019	Energy and Water Ombudsman
	Host a launch of the Reconciliation Action Plan	Oct 2018	Energy and Water Ombudsman Indigenous Investigation Conciliation and Outreach Officer
5. Raise external awareness of our RAP	Develop a list of key Reconciliation Action Plan milestones and actions to share our Reconciliation Action Plan journey: <ul style="list-style-type: none"> • Social media • Stakeholder newsletters • Our corporate website • Annual report 	Oct 2018 Monitor and review monthly Review as part of the content plan Monitor and review monthly Jul 2019	Indigenous Investigation Conciliation and Outreach Officer Senior Communications and Marketing Officer Senior Communications and Marketing Officer Senior Communications and Marketing Officer
	Provide copies of our Reconciliation Action Plan to the Energy and Water Ombudsman Queensland stakeholders to launch our Reconciliation Action Plan.	Oct 2018	Senior Communications and Marketing Officer Indigenous Investigation Conciliation and Outreach Officer

Action	Deliverable	Timeline	Responsibility
6. Investigate Aboriginal and Torres Strait Islander cultural learning and development	Develop a business case for increasing awareness of Aboriginal and Torres Strait Islander cultures, histories and achievements within our organisation.	Oct 2018	Indigenous Investigation Conciliation and Outreach Officer
	Capture data and measure the current level of knowledge and understanding of Aboriginal and Torres Strait Islander cultures, histories and achievements among our team.	Nov 2018	Principal Learning and Development Officer
	Conduct a review of cultural awareness training needs within our organisation.	Jan 2019	Principal Learning and Development Officer
7. Participate in and celebrate NAIDOC Week	Raise awareness and share information among our staff of the meaning of NAIDOC Week which includes information about the local Aboriginal and Torres Strait Islander peoples and communities.	Jul 2019	Senior Communications and Marketing Officer Indigenous Investigation Conciliation and Outreach Officer
	Promote NAIDOC Week activities to our staff across the organisation.	Jul 2019	Executive Management Group Indigenous Investigation Conciliation and Outreach Officer Senior Communications and Marketing Officer
	Ensure our Reconciliation Action Plan Working Group participates in an external NAIDOC Week event.	Jul 2019	Indigenous Investigation Conciliation and Outreach Officer
	Promote our participation in NAIDOC Week activities and events via the Energy and Water Ombudsman Queensland update and social media pages.	Jul 2019	Senior Communications and Marketing Officer Indigenous Investigation Conciliation and Outreach Officer

Action	Deliverable	Timeline	Responsibility
8. Raise internal understanding of Aboriginal and Torres Strait Islander cultural protocols	Explore who the Traditional Owners are of the lands and waters in our local areas.	Dec 2018	Indigenous Investigation Conciliation and Outreach Officer
	Scope and develop a list of local Traditional Owners of the lands and waters within our organisations' regions.	Dec 2018	Indigenous Investigation Conciliation and Outreach Officer
	Develop and implement a plan to raise awareness and understanding of the meaning and significance behind Acknowledgement of Country and Welcome to Country protocols (including any local cultural protocols).	Dec 2018	Indigenous Investigation Conciliation and Outreach Officer
	Prepare Acknowledgement of Country for Energy and Water Ombudsman Queensland and senior members conducting speeches or addressing an audience.	Oct 2018	Indigenous Investigation Conciliation and Outreach Officer Senior Communications and Marketing Officer
9. Celebrate / recognise Aboriginal and Torres Strait Islander dates of significance	Develop a list of Aboriginal and Torres Strait Islander dates of significance to recognise internally and externally.	Oct 2018	Indigenous Investigation Conciliation and Outreach Officer
	Work with communications and marketing team to celebrate and recognise these dates throughout the year.	Oct 2018	Indigenous Investigation Conciliation and Outreach Officer
	Encourage and enable officers from each region to participate in at least one Aboriginal and Torres Strait Islander event annually.	Monitor and review monthly	Executive Management Group, Regional Managers and Team Leaders

Action	Deliverable	Timeline	Responsibility
10. Investigate Aboriginal and Torres Strait Islander employment	Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation.	Apr 2019	Indigenous Investigation Conciliation and Outreach Officer General Manager – Business Support
	Identify current Aboriginal and Torres Strait Islander staff to inform future employment and development opportunities.	Apr 2019	General Manager – Business Support
11. Investigate Aboriginal and Torres Strait Islander supplier diversity	Develop an understanding of the mutual benefits of procurement from Aboriginal and Torres Strait Islander owned businesses.	Apr 2019	Executive Management Group Manager Finance
	Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses	Apr 2019	Executive Management Group Manager Finance
	Invite identified Aboriginal and Torres Strait Islander suppliers to quote on communication initiatives including, design and production of our Reconciliation Action Plan.	Jun 2019	Executive Management Group Senior Communications and Marketing Officer
12. Make EWOQ more accessible to consumers identifying as Aboriginal or Torres Strait Islander people	<p>Conduct an audit quarterly of closed complaints consumers who identify as Aboriginal or Torres Strait Islander to identify areas for improvement for EMG, including:</p> <ul style="list-style-type: none"> • Method of communication • Timelines • Outcomes • Survey responses / feedback • Complaint topic / issues • Scheme member complained about 	Oct 2018 Jan 2019 Apr 2019 Jul 2019	Regional Managers and Team Leaders

Opportunities

Action	Deliverable	Timeline	Responsibility
	Develop and maintain a list of outreach events aimed at Aboriginal and Torres Strait Islander consumers each financial year with a view to host a stall at three or more of the listed events.	Oct 2018	Indigenous Investigation Conciliation and Outreach Officer Regional Managers General Manager Assessment – Investigation and Resolution
	Write a case study (customer story) about an Indigenous case or outreach activity to include in promotional materials, for example, annual report, stakeholder newsletters and the Energy and Water Ombudsman Queensland website.	Oct 2018 Jan 2019 Apr 2019 Jul 2019	Indigenous Investigation Conciliation and Outreach Officer

Governance and Tracking Progress



Action	Deliverable	Timeline	Responsibility
13. Build support for the RAP	Define resource needs for RAP development and implementation	Oct 2018	Chair of the RAP Working Group
	Define systems and capability needs to track, measure and report on RAP activities.	Oct 2018	Chair of the RAP Working Group
	Complete the annual RAP Impact Measurement Questionnaire and submit to Reconciliation Australia.	Sep 2019	Indigenous Investigation Conciliation and Outreach Officer
14. Review and Refresh RAP	Liaise with Reconciliation Australia to develop a new RAP based on learnings, challenges and achievements.	Apr 2019	Indigenous Investigation Conciliation and Outreach Officer
	Submit draft RAP to Reconciliation Australia for review.	May 2019	Indigenous Investigation Conciliation and Outreach Officer
	Submit draft RAP to Reconciliation Australia for formal endorsement.	Jul 2019	Indigenous Investigation Conciliation and Outreach Officer





**Energy & Water
Ombudsman
Queensland**

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